

2009-2010

## FIRST COURSE CULINARY TRAINING

# Trainee Handbook

100 Eagle Court

Keene, NH 03431

September 2009



## TABLE OF CONTENTS

Welcome	page 1
Mission Statement	page 1
General Overview and History	page 1
General Description of Available Space, Equipment and Facilities	page 2
Culinary Arts Program Objectives	page 2
Culinary Arts Overview	page 2
Course Descriptions	page 3
Entrance Requirements	page 4
School Policies and Procedures	page 4
School Calendar	page 4
Class Hours	page 4
Holidays	page 5
Trainee Attendance Policy	page 5
Trainee Tardiness Policy	page 5
Notification when Tardy	page 5
Policy Relating to Make-up Work	page 5
End of Day Dismissal	page 6
Early Dismissal	page 6
Class Cancellation Due to Bad Weather	page 6
Uniform and Dress	page 6
Proper Uniforms	page 7
Dress Code/Hygiene	page 7
Uniforms and Supply Kit	page 7
Consumption of Food and Beverages in Class	page 8
Visitors	page 8
Smoking	page 8
Credit for Previous Education or Training	page 8
Grading System/Measurement of Trainee Achievement	page 9
Appeal	page 9
Reinstatement	page 9
Leave of Absence	page 10
Health, Safety and Sanitation	page 10
Medical Emergencies	page 11
Trainee Code of Conduct	page 11
Graduation Requirements	page 13
Graduation Procedures	page 13
Student Records	page 14
Policy and Program Changes	page 14
Director's Discretion	page 14
Trainee's Right to Privacy	page 14
Name and Address Change	page 15
Telephone Numbers	page 16
Parking	page 16

Personal Calls	page 16
Use of Cellular Phones	page 16
Appointments	page 17
Policy regarding Children in the Kitchen	page 17
Protection of Personal Belongings	page 17
Notices and Announcements	page 18
Restrooms	page 18
Student Services	page 18
Orientation	page 18
Career Services	page 18
Placement Assistance and Placement Disclaimer	page 19
Staff Availability and Communication	page 19
Tuition and Fees	page 20
Methods of Payment	page 20
Policies for collecting Unpaid Tuition or Fees	page 20
Schedule of Fees	page 20
Scholarships	page 20
Withdrawals and Refunds	page 20
Partial Refunds	page 21
Federal Program Refund	page 22
Short Program Refund	page 22
Timely Refund Payments	page 22
Student Grievance Procedures	page 23
Fire Alarms	page 23
List of Staff and Administrators	page 24

**Welcome:** We are pleased to have you join our program. We trust that you will find the next 16 weeks both fun and rewarding. To answer some of the questions you may have concerning First Course and its policies, we have written this catalogue. The catalogue is designed to set forth guidelines and to acquaint you with our mission, our history, our program, our policies and our expectations of your participation in this program.

**Mission Statement:** First Course provides individuals of all abilities with an opportunity to enrich their lives through life skills, job training and employment in the food service and hospitality industry.

## **General Overview and History**

First Course was founded through a partnership of Monadnock Developmental Services, Monadnock Family Services, Keene Housing Authority and Southwestern Community Services. These agencies serve similar populations in the Monadnock Region of New Hampshire.

The partner agencies worked closely with Kitchens with Missions out of Seattle, WA and their Fare Start program. The original goal was to create a program to help individuals with special needs acquire job training and job placement assistance in the food service industry.

The Timken Corporation in Keene stepped forward and offered First Course a home, their kitchen, along with the contract for their food service. Shortly after, the first group of Trainees entered the program and started the First Step toward changing their lives. First Course is now located in a refurbished factory building in scenic downtown Keene, NH. A state-of-the-art, handicap accessible kitchen was built through donations and grants. The kitchen was designed with an open workflow and multiple workstations for optimum learning capability.

Over the last two years, First Course's trainee base has expanded to include the unemployed or under-employed, career-changers, as well as recent high school graduates – just to name a few.

Our experienced instructors come from diverse professional backgrounds. They work with trainees to gain the hands-on knowledge each needs to be successful in the real world. Classes are small. Instructor to trainee ratio offers each trainee individualized attention.

We are committed to sharing our collective experience to offer the most realistic picture of the career path the trainees have chosen.

We provide the necessary tools to identify and realize individual goals and expectations.

## **General Description of Available Space, Equipment, and Facilities**

First Course is housed in a 5200 square-foot facility that includes a production kitchen/lab set up with state-of-the-art kitchen equipment including; Double Stack Convection Ovens (2), Conventional oven/stove combination (2), Eight Burner Gas Range, Six Burner Gas Range, Deep Fryer, Flat Top (2), 40 qt Steam Kettle, 32 qt Tilt Skillet/Braiser, 20 qt Mixer, 30 qt Mixer, 1 hp Robot Coup Food Processor, Deli Slicer (2), Automatic Hobart Dish Machine, Stainless Tables, Work Stations (4), Triple Pot Sinks (2), Ice Machine and a Fetco Coffee Brewer. The facility also includes warehouse space, changing rooms, laundry facilities, lockers, offices and a classroom.

## **Culinary Arts Program Objectives**

- Become familiar and comfortable with a commercial kitchen and its equipment.
- Identify and correct potential food hazards.
- Acquire basic skills, safe culinary practices and life skills in a professional setting.
- Acquire conceptual and production skills in cuisine, baking and service.
- Produce a professional résumé and develop successful job hunting, interviewing and life skills.
- Develop skills in both front-of-the-house and back-of-the-house.

## **Culinary Arts Overview**

- First Course Fundamentals
- Personal Hygiene and Social Skills
- Kitchen Fundamentals
  - <> Kitchen Tools <> Recipes and Labels <> Weights and Measures
  - <> Kitchen Layout <> Equipment
- Kitchen Safety and Food Safety
- Cooking Fundamentals
- Inventory Controls

- Dining Room Service
- Catering
- Coffee Service
- Vending
- Food Handling
- Nutrition
- Résumé building, networking and job interview skills

**Course Descriptions** – The First Course Culinary Training Program runs 35 hours per week, for a total of 560 hours. Trainees learn in the classroom as well in the kitchen with hands-on production work. Because First Course provides meals for Timken, Jaffrey Adult Meals, Head Start and many other clients, trainees gain experience in a real world work environment.

- **Week 1-4**
  - Concentration on student skill levels and individual assessments
  - Develop individualized training approach based on students need and skills
  - Focus on teaching professional kitchen protocol
  - Present fundamentals of the importance of hygiene, sanitation and nutrition
  - Begin introduction of ServSafe® curriculum and practices
  - Trainees' skills and performance review
- **Week 5-8**
  - Begin focused training based upon student's skill and interest
  - Begin assigning stations (i.e. Pantry, prep, bakery, knife skills)
  - Field trips
  - Trainees' skills and performance review
- **Weeks 9-12**
  - Students train at off site kitchens and events.
  - Marketing, networking and interview skills
  - Continued intensive skill development workshops
  - Trainees skills' and performance review
- **Weeks 13-16**
  - Internships
  - Interviews for potential job placement
  - Continued skill training

- ServSafe® testing
- Final performance and skills review
- Graduation

## **Entrance Requirements**

- 16 years or older.
- Strong interest in the food service industry
- Ability to commit to a 16-week training program
- Commitment to daily attendance and full work schedule
- No current substance abuse problems (not actively using).
- Willingness to learn new skills
- Practice of good personal hygiene
- Ability to take direction and accept feedback
- Willingness to participate in non-paid internships.

If accepted to the program, the trainee will be given an Enrollment Package which contains a detailed enrollment contract, a Waiver of Liability agreement, an enrollment checklist and a Family Education Rights and Privacy Act release form. To complete the enrollment, the trainee will be required to sign the enrollment contract, the Waiver of Liability, the Student Expectations, the FERPA release form and provide all items listed on the Enrollment Checklist.

## **School Policies and Procedures**

### **School Calendar**

First Course operates on a non-traditional schedule. We do not use the conventional academic calendar of quarters or semesters.

First Course is a 16-week program offered in 7-hour sessions Monday thru Friday. The school has rolling admissions. New classes start every 8 weeks, approximately every other month - generally, September, November, January, March, May and July.

### **Class hours**

Monday through Friday 8 a.m. to 3 p.m.

Schedule is subject to change on any given day.

Trainees may be expected to come in earlier and/or stay late depending on certain responsibilities – e.g. – internships, co-production schedule or special events.

## Holidays

The school reserves the right to amend the calendar.

On the following holidays First Course will not hold classes;

- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day
- Memorial Day
- Fourth of July

## Trainee Attendance Policy

Daily attendance, Monday through Friday (35 hours per week), is mandatory. Each trainee is a critical member of a team with daily production responsibilities. The curriculum structure builds on the learning and hands-on experience of the day prior. **We expect that trainees will give first priority to coursework and arrange their personal and work schedules accordingly.** Regular attendance is essential for a trainee to succeed with the First Course program. If a trainee's absences are excessive the Program Coordinator will request a meeting with the trainee, his/her support staff, parents and/or funders. Absences include tardiness or early departures. Continued absences may lead to dismissal from the program. All absences must be made up in order to receive the certificate of completion.

## Trainee Tardiness Policy

Trainees are expected to be in proper uniform and prepared for class at 8:00 a.m. sharp. **If the trainee arrives after the class starts, the trainee is considered late.**

*If the trainee does not call and arrives more than 60 minutes late, the trainee is considered absent and will be sent home.*

## Notification when Tardy

Trainees must call the Chef Instructor or office staff **as soon as possible PRIOR** to a tardiness or absence (603-352-1385 x 213).

## Policy Relating to Make-up Work

Make up work is at the discretion of the Chef Instructor(s). Make up work is not permitted on scheduled testing days.

## **End of Day Dismissal**

All trainees must stay until the kitchen is clean to the satisfaction of the Chef Instructor(s). If a trainee has completed his or her scheduled task and others are still cleaning, teamwork is expected to finish the daily clean up.

## **Early Dismissal**

At the discretion of the Chef Instructor, a trainee may be permitted early dismissal for a scheduled appointment if no other appointments are available. Early dismissal is conditional on the trainee making appropriate steps to fulfill his/her daily obligations. Early dismissal will be recorded as tardy.

## **Class Cancellation Due to Bad Weather**

- The weather will play a major role in actual class schedule.
- Classes cancelled due to weather are made up at the end of the program.

The Chef Instructor or Program Director will cancel classes on those days when driving is extremely hazardous. First Course follows the cancellation announcements of the local school district, SAU #29. When SAU#29 cancels school, First Course cancels school. When SAU #29 is on a delay, First Course is **not** on delay. Please note that First Course will still be operational as we are a business with contractual accounts that must be fulfilled.

First Course class cancellations (due to inclement weather) will be broadcast over radio stations: WKNE (103.2 FM), WKBK (1290. AM), K Rock (99.7 FM). Television announcements will appear on WMUR Channel 9.

If a First Course catered event is cancelled on the day of a school cancellation, trainees will be contacted by phone.

## **Uniform and Dress**

First Course trainees must uphold a professional image at all times while on site or involved with an off premise school event. The following standards are strictly adhered to:

- Trainees' uniforms will be cleaned and pressed. In class daily, the trainee must wear a complete uniform – First Course issued; **Top (3), pants (3), hat (1), Sharpie, Thermometer, pen and small spiral bound notebook.** Trainees will supply their own socks, closed toe

- black non-slip shoes, and a white undershirt (no logo or prints).
- Support staff (if any) will dress in clean slacks or jeans (no rips/no stains), plain t-shirts (no logos), closed toe, non-slip shoes and an appropriate baseball cap. First Course will provide clean aprons daily.
  - Wedding rings, watches and post style or 1.5cm hoop earrings are the only jewelry permitted.
  - Fingernails must be short and clean. No fingernail polish is allowed.
  - Trainees must come to class DAILY with a clean shaven face.
  - Trainees with facial hair and existing beards must keep them closely cropped and well groomed.
  - Practice of good hygiene (daily bathing, shampooing and unscented deodorant) is expected.
  - Perfumes, aftershaves with cologne and highly scented deodorants are not permitted.

### **Proper Uniforms**

Trainees not in proper uniform at the time the class begins are late for that day's attendance. Trainees must leave the classroom and return dressed in proper uniform. Cook jackets must be clean and pressed. Aprons and side towels must be clean at all times. Refer to the uniform and dress section for the complete listing of the uniform.

### **Dress Code/Hygiene**

A clean, neat appearance will assist trainees develop appropriate dress habits for new careers. Employers, case managers, partner agencies and other visitors may visit the kitchen to interview trainees for employment, give guest lectures, participate in demonstrations and/or attend meetings/events. It is important that trainees convey a professional image at all times.

### **Uniforms and Supply Kit**

The Trainee is required to have certain itemized equipment and supplies (books, uniforms, tools, non-slip shoes etc.). Uniforms need to be sized and ordered two weeks before class begins. The Uniform and Supply Kit Package is non-refundable and priced into the tuition requirements.

## **Consumption of Food and Beverages in Class**

- Continental breakfast is available for all trainees and staff from 7:30 - 8:00 a.m.
- Lunch is available from 11:30 a.m. to noon. (Meals are available for support staff and visitors during the same time for a fee.)
- Meals are to be consumed on premises during the designated time.
- Class begins **promptly** at 8:00 a.m. with roll call and production meeting.
- Trainees will not remove food from the premises without the prior approval of a Chef Instructor.
- These items can be consumed during mealtimes in the classroom.
- No glass beverage containers are allowed in the kitchen.

## **Visitors**

With prior approval and space permitted, trainees may invite guests for a meal or tasting. There is a fee for this.

## **Smoking Policy**

Per NH RSA 155:66 Smoking is prohibited in public places.

Smoking poses a significant risk to the health of the smoker. Additionally, research has shown that exposure to second-hand smoke also contributes to the non-smoker's risk of developing lung disease.

In an effort to consider the needs and concerns of all trainees and staff, First Course is committed to providing a healthy, comfortable and productive working environment for its employees and trainees. All First Course employees, trainees and visitors are expected to comply with the smoking regulations detailed in this policy.

No smoking is allowed in the building. A designated smoking area is available outside the building to the right of the receiving door on the Eagle Court side of the building.

## **Credit for Previous Education or Training**

- First Course does not accept transfer credit nor allow credit for prior experience.
- Previous education and training will be reviewed by the school's director and the respective program's advisor to determine if an advanced program can be arranged.

## **Grading System/Measurement of Trainee Achievement**

Each instructor/staff member along with the Program Coordinator is responsible for developing and implementing appropriate and effective mechanisms for measuring the degree to which the objectives stated in the course curriculum have been achieved by each trainee. A list of typical evaluation mechanisms includes (but is not limited to) quizzes, problem solving, role-playing, in-class exercises and projects. Every four weeks the trainees will have their work, attendance and behavior evaluated. The trainee's family, support staff and funders are invited to attend these evaluations. The evaluations provide trainees the opportunity to review his or her progress in achieving the goals specified in the curriculum.

First Course reserves the right to place a trainee on probation. First Course also reserves the right to dismiss a trainee for ongoing issues such as chronic tardiness. Satisfactory progress must also be maintained in order to remain eligible to continue receiving federal/state financial assistance. Notice of probation or dismissal will be in writing. The Trainee of Conduct section of the First Course catalog describes the circumstances that could lead to trainee dismissal for non-academic reasons. As a dismissed student, a tuition refund may be due in accordance with the institution's stated refund policy.

## **Appeal**

A trainee who has been dismissed may appeal the determination if special or mitigating circumstances exist. An appeal must be in writing and must be submitted to the Program Director within 7 days of receiving a dismissal. The trainee should explain what type of circumstances contributed to the problem and what plans the trainee has to eliminate potential problems in the future. The decision of the Program Director is final and may not be appealed further.

## **Reinstatement**

A trainee who has been dismissed may apply for reinstatement by submitting a written request to the Program Director. The request should be in letter form explaining the reasons why the trainee should be readmitted to First Course. The decision regarding readmission will be based upon factors such as attitude, attendance, trainee account balance, conduct and the trainee's commitment to complete the program. Dismissed trainees who are readmitted will sign a new enrollment Agreement and forward any outstanding balances due.

## Leave of Absence

A Trainee may be granted a Leave of Absence (LOA), for a term of 30 days, under the circumstances below:

- ❑ Medical (including pregnancy)
- ❑ Family Care (including unexpected loss of childcare and medical care of family)
- ❑ Financial
- ❑ Military Duty
- ❑ Jury Duty

In order to be eligible for an LOA, the request must be submitted in writing with appropriate documentation. Trainees requesting an LOA are permitted to resume his/her studies where he/she left off (as schedules permit) or at the beginning of the program. Trainees on an LOA may be required to complete additional documents for any agency that provided funding for his/her training

## Health, Safety and Sanitation

- As part of our curriculum we teach ServSafe®, a nationally recognized program of food safety and sanitation. These teachings are integral to the food safety in our kitchen and your home kitchen as well. Trainees who are not ServSafe® certified will be required to participate in the ServSafe® review and exam as part of this program.
- All trainees need to follow the ServSafe® instruction for food service workers.
- Trainees must keep themselves, their workstations and the kitchen in spotless order at all times.
- Trainees must wash hands thoroughly at the beginning of class and as often as needed.
- Each trainee is responsible for organizing and keeping the kitchen clean throughout the program.
- All trainees and their support staff must stay at the end of class until the kitchen is clean.
- Trainees should ask for assistance when carrying, lifting or reaching for large or heavy items.
- Trainees need to make their presence known when working around or walking behind people. This is especially important when carrying items. Announce in a loud clear voice, “behind you” or “in front of you” or “hot behind” or “knife”.
- Trainees must handle knives with care. **Never attempt to catch a**

**falling knife. Never place knives in a sink or in the dishwashing area.**

## **Medical Emergencies**

If a trainee gets injured, inform the Chef Instructor(s) immediately. For minor cuts or burns a first-aid kit is located in the clean room of the kitchen. Trainees are shown this location in the first days of the program. All cuts, burns and abrasions need to be properly bandaged and covered with a finger cot and vinyl glove at all times. Major cuts and burns may require medical attention. The Chef Instructor(s) will determine if a trip to the ER is necessary. Charges for an emergency room visit will be the responsibility of the trainee's health insurance. If a trainee lacks medical health insurance, he or she is required to sign an Accident Waiver prior to the first day of class. All trainees are required to sign a Release and Waiver of Liability prior to the start of the program.

## **Trainee Code of Conduct**

Trainees are required to follow standards of conduct that are typically expected in the working world. Trainees may be placed on probation or suspended for violation of the school's personal conduct standards. First Course is a career-oriented program, involved with its community and dedicated to the personal, intellectual and professional growth of its trainees. Each trainee must conduct him or herself in accordance with the Program's rules, regulations, policies and procedures as detailed in this publication.

The program requires that all trainees comply with the following standards:

- Treat all others with respect without regard to race, ethnic origin, religion, gender, age, sexual orientation or disability.
- Preserve an atmosphere conducive to learning.
- Refrain from alcohol and other drug use (unless prescribed by a doctor).
- Respect and uphold the Program guidelines to maintain its future and mission.

As a trainee, you have the right to a safe environment that is favorable to learning. All trainees must respect this right. All trainees are held to a high standard of conduct to maintain this environment and educational quality of the program.

Any trainee engaging in any of the following misconduct on or off property will be subject to the discipline by the Program. This discipline may include, without limitation, the suspension and/or termination from the Program and/or referral to the proper authorities.

The Program defines violations by the level of their severity.

The Program has defined the following violations;

1. **Alcohol:** All use, distribution or possession of alcoholic beverages on school premises are prohibited, regardless of the trainee's age, except for instructional purposes, with staff approval. Alcohol may be permitted with the Program Director's approval during organized activities, events or when the training facility is rented.
2. **Assault:** Any nonconsensual contact is an assault. The seriousness of an assault increases with the harm or potential to cause harm.
3. **Property Damage:** Intentional or careless destruction, damage or defacement of any public, private or school property.
4. **Disorderly Conduct:** Any behavior that disturbs individuals or groups without justification is prohibited.
5. **Disruptive Activity:** Obstructions or disruption of regular school activity.
6. **Drugs:** Possession or under the influence of any controlled substance, except by legal prescription, is prohibited. Possession includes, but is not limited to; concealment or storage in a locker, bag, vehicle, room or any other place to which you have access while you are on property or engaged in the programs activities on or off property. It also includes possession of drug paraphernalia. Selling, bartering, exchanging or giving controlled substances to persons not lawfully entitled to them is prohibited.
7. **Fire Alarms and Fire Equipment:** Deliberate or careless endangerment and/or tampering with safety alarms or equipment.
8. **Fraud or Lying:** Dishonesty, including without limitation, providing false information, alteration or misuse of documents, plagiarism and other cheating, impersonation or misrepresentations with regards to the Program.
9. **Harassment or discrimination:** Physical or verbal abuse, intimidation or harassment of another person or group of persons, including any harassment based upon race, religion, color, age, sex,

sexual orientation, national origin, disability, gender or other protected status. First Course will not tolerate harassment or discrimination for any reason.

10. **Insubordination:** Insubordinate behavior toward any staff member will not be tolerated.
11. **Possession of Firearms or other dangerous Weapons or Materials (other than school tools):** Possession includes, but is not limited to; concealment or storage in a locker, bag, vehicle, room or any other place to which you have access while you are on property or engaged in the programs activities on or off property.
12. **Theft or Misappropriation:** Any theft, seizure or unauthorized taking of another's property. Possessing, receiving or concealing stolen property. Any unauthorized use of public, private or school property.

## **Graduation Requirements**

- Satisfy all program requirements.
- Show an ability to perform basic food prep skills
- Complete all quizzes
- Complete all internship reviews
- Produce a résumé
- Participate in ServSafe® testing.
- Satisfy all financial obligations to First Course
- Make-up all absences
- Conduct job placement and program exit interviews

## **Graduation Procedures**

Two weeks prior to the trainee's intended graduation date an exit interview will be arranged with the Program Coordinator to:

- Determine if the trainee's account balance has been satisfied
- Review the trainee's résumé
- Discuss employment status and placement services provided by First Course.

Commencement exercises are held at the completion of the 16-week training period. The evening before graduation a celebratory banquet is held for the trainees, their families and support staff. The graduation ceremony is the following day at 1:30 PM. Specific dates will be provided at the 13-week mark. Trainees who have met the requirements to complete the program are eligible to participate in all graduation exercises.

## **Student Records**

First Course maintains all student evaluations and grades for a period of five years.

## **Policy and Program Change**

The school catalog is current as of the time of printing. First Course reserves the right to make changes in organizational structure, policy and procedures as circumstances dictate. First Course reserves the right to make changes in equipment and materials and modify curriculum, as deemed necessary. When size and curriculum permit, classes may be combined to provide meaningful instruction and training and contribute to the level of interaction among trainees. Trainees are expected to be familiar with the information presented in the Student Handbook.

## **Directors' Discretion**

Exceptions to any and all policies in this handbook may be made on a case-by case basis at the discretion of the Operations Director or Program Director.

## **Trainees' Right to Privacy**

The Family Educational Rights and Privacy Act (FERPA) (20USC. §1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under applicable program of the US Department of Education.

FERPA gives parents certain rights with respect to their children's education records. The rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have been transferred are "eligible students."

Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.

Parents or eligible students have the right to request that school correct records, which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the

right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement with the record setting forth his or her own view about the contested information.

Generally schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR§ 99.31):

- School officials with legitimate educational interest
- Specified officials for audit or evaluation purposes
- Appropriate parties in connection with financial aid to a student
- Organizations conducting certain studies for or on behalf of the school
- To comply with judicial order or lawfully issued subpoena
- Appropriate officials in cases of health and safety emergencies
- State and local authorities, within a juvenile justice system, pursuant to specific State law and
- Military as required by law.

Directory information is information on a student that the school may release to third parties without the consent of the student. First Course has defined directory information as the Trainees name, address (es), telephone number(s), dates of attendance and indication of program completion. If a trainee does not want some or all of his or her directory information to be released to third parties without the trainees consent the trainee must present such a request in writing to the Program Coordinator with in 10 days after the trainees date of enrollment or by such later date as the program may specify. The request will remain in effect until revoked by the trainee in writing.

The written consent of the trainee is required before education records on that trainee may be released to a third party, except for those disclosures referenced above, disclosures to accrediting commissions and government agencies and other disclosures permitted by law.

## **Name and Address Changes**

It is important for the Program to be aware of each trainee's current address and phone number(s) so that correspondence, bill and announcements can be mailed. All changes in name, addresses or phone

numbers should be reported to the Program Coordinator.

## Telephone Numbers

First Course Telephone Number:	603-352-1385
First Course Fax Number	603-352-1786
Program Director/Administrator	ext 210
Program Coordinator	ext 200
Operations Director/Chef Instructor	ext 211
Purchasing	ext 212
Kitchen/Call-outs	ext 213
E-mail	<a href="mailto:maryannm@mds-nh.org">maryannm@mds-nh.org</a>
Website	<a href="http://www.1stcourse.org">www.1stcourse.org</a> <a href="http://www.firstcourse.org">www.firstcourse.org</a>

Monadnock Developmental Services  
Telephone Number 603-352-1304

Hours of Operation (Subject to Change)  
Monday – Friday 7:30 a.m. - 3 p.m.  
Saturday & Sunday By appointment only

## Parking

The Eagle Court parking lot is available to trainees, staff and visitors of First Course. Trainees, and staff will require a Parking Pass. First Course has a limited number of spaces available and the spaces where you MAY NOT PARK are clearly indicated with signage from the City of Keene and Clark Mortenson Agency. The First Course parking pass will not prevent you from receiving a ticket if you are parked in an inappropriate spot. First Course is not liable for any parking tickets received for parking in inappropriate spots. Should all parking spots be filled, parking is available in the next lot over, behind TD Bank North or at MDS at 121 Railroad Street.

## Personal Calls

First Course discourages calls to trainees during class time either through the main number or personal cell phones. Trainees will not be called out of class unless an emergency exists.

## Use of Cellular Phones

First Course trainees must dedicate their time on site to learning. Cell

phone use is extremely disruptive to the instructors and other trainees. With this in mind:

- No personal calls/texts are to be made or received during class, except in an emergency.
- The office staff relates urgent messages to the Chef Instructor(s) who relay them to trainees. Please advise family and friends.
- Trainees' cell phones/pagers are not permitted in the classrooms or kitchen at any time.
- During class/events phones must be off and stored in a vehicle or locker.
- Messages may be checked and phone calls made only outside of the classroom/kitchen. The only time this is allowed is during lunch and after the Chef Instructor releases the trainee at the end of day.

## **Appointments**

Trainees, their case managers, support staff and/or parents/guardians are instructed to schedule all trainee appointments (doctors' appointments, therapy sessions, phone calls or meetings) before or after class time.

When this is not possible it is necessary to clear these conflicts with the First Course Chef Instructor(s) prior to the appointment date.

## **Policy Regarding Children in the Kitchen**

First Course does not permit children to accompany trainees into the kitchen due to the risk of harm to the children and potential liability to the Program.

This policy is not intended to prohibit children from the kitchen when the purpose of their visit is to participate in activities for First Course sponsored events. Below are special events where children may be invited and encouraged to attend:

Graduation banquet

Graduation

Catered events

Children's cooking classes

School tours

## **Protection of Personal Belongings**

First Course is not responsible for the personal belongings of trainees or

visitors. Car doors should be locked and personal articles should not be left unattended. Lockers are available for trainees' belongings. Locks are to be provided by the trainee. Articles that are found lying around will be kept in the lost & found box in the main office. Items not claimed within thirty days may be discarded.

## **Notices and Announcements**

Important notices are posted on the production board. Announcements will be posted next to the trainees' schedule. Any changes to trainees schedule due to a catering training opportunity will be posted on the production board AND a copy will be handed to each trainee and support staff. Trainees may post announcements on appropriate space with permission from staff.

The bulletin board across from dry storage lists ***Upcoming Events, Notes from our Friends*** and ***In the News***. The classroom bulletin board (by the door) contains ***Community Resources***.

## **Restrooms**

Restroom facilities are located in the rear of the warehouse section of the building. These facilities are handicap accessible and are to be used as changing rooms. The upkeep and cleaning of these rest rooms are part of the end of day cleaning responsibility of the trainees.

## **Student Services**

### **Orientation**

Attendance at school orientation is required for each trainee enrolling in the First Course Program. The orientation will introduce new trainees to services, activities, staff, expectations and requirements of the program.

### **Career Services**

First Course will provide all trainees enrolled in the program with:

- Career Counseling
- Job search assistance – as specified by funding agency
- Résumé and cover letter writing assistance
- Interview techniques and coaching
- Networking Opportunities
- Short-term unpaid internships

## **Job Placement Assistance and Placement Disclaimer**

Although placement assistance is provided to trainees while in school and after graduation, First Course does not guarantee employment. For trainees funded by Vocational Rehabilitation (VR), please know that VR may chose to employ a vendor such as Easter Seals to do job placement. First Course offers career assessment at the four week, eight week and twelve week mark. Our staff, the trainee and the trainee's family or support staff meet to assess the trainee's progress, aptitude, interests and preferences in the food service industry.

For trainees with disabilities, we partner with the Workforce Opportunity Council's Disability Program Navigator to address concerns a trainee may have about how his or her disability may affect employment opportunities.

Our job placement assistance is geared toward finding employment that is suitable for each trainee's skill level. Résumé building, a list of references, cover letters, interview techniques and the completion of employment applications are all part of First Course's job placement assistance.

During the last two weeks of the program you are required to have an exit interview with the Program Coordinator regarding your career plans and to outline the procedures of placement.

## **Staff Availability and Communication**

An integral part of the Chef Instructor's roles and responsibilities is to be able to communicate effectively and in a timely way. If an issue about the program arises, please discuss it immediately with the Chef Instructor(s). The Chef Instructors are always willing to listen to trainee concerns and suggestions. In addition to being available as your instructors in class, Chef Instructors are available outside of class hours by appointment. Please note that trainees must deal with personal issues with other students outside of class. The Director, Program Coordinator and all other staff are available by appointment.

The Director of the School and the Program Coordinator oversee all programs, courses and trainees. Please consult with them for any problems, issues or complaints concerning:

- First Course
- First Course's Policies

- First Course Staff
- Curriculum
- Any other concern, suggestion or idea for improvement

## Tuition and Fees

### Methods of Payment

Trainees may pay tuition and fees by cash, check or money order or through approved financing sources such as Vocational Rehabilitation vouchers or Workforce Investment Act (WIA) funds.

### Policies for Collecting Unpaid Tuition or Fees

In order for a trainee to begin the program all tuition and fees must be paid prior to the start of the program OR the trainee must have arranged an acceptable payment plan with the Program Coordinator. **Payment in full or in half must be made by the first day of class with the balance paid by the fourteen week mark.** No plans may extend beyond two weeks prior to the expected graduation date.

### Schedule of Fees

Itemized Costs:

Tuition	\$3057	
Class Materials	\$ 152	
Uniforms and Supply Kit	\$ 140	
ServSafe Training	\$ 150	
Job Placement Assistance	<u>\$ 501</u>	
	\$4000	Total

### Scholarships

At present, First Course does not have any scholarships available.

### Withdrawals and Refunds

First Course's refund policy shall provide for a full refund of all money paid by the student if:

- The applicant or student cancels enrollment within 3 business days after signing the First Course contract under RSA 188-D: 23;
- The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school;

- (c) The student did not meet the provisions of Pos 1104.01
- (d) The school's failure to comply with RSA 188-D-23.

### **Partial Refunds**

(a) A student who withdraws or is dismissed after the period of time identified under Pos 1111.03(a) has passed, but before completing 50% of the potential units\* of instruction in the current time period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current time period, less a one-time application fee not exceeding \$500 or 20% of the program tuition, whichever is less.

(b) Pro rata refund shall be the ratio of the number of units remaining after the last unit completed by the student to the total number of units in the time period, rounded downward to the nearest 10 percent. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current time period.

(c) All efforts shall be made to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

(d) No refund shall be required for any student who withdraws or is dismissed after completing 50% of the potential units of instruction in the current time period unless a student withdraws due to mitigating circumstances, in which case refunds shall be calculated based on the pro rata method described in Pos 1111.05 (a).

(e) The 50 percent completion limitation does not apply in cases where the student cannot complete the program due to action taken by the school. Examples of school's action shall include school closing or bankruptcy, or cancellation of the program. In these and similar situations, refunds and fees shall be based on the pro rata method described in Pos 1111.05 (a) for up to 100 percent of the tuition paid.

\* *Unit* is defined as one 35-hour program week.

### **Federal Program Refund**

The refund policy for students receiving benefits from federal programs that require specific refund policies shall be in accordance with the specific federal policies. For example, the refund policy for veterans receiving benefits under the Montgomery GI Bill: The Amount charged for tuition, fees, and other charges for a portion of the course shall not exceed the approximate pro rata portion of the total charges for tuition, fees, and other charges that the length of the completed portion of the course bears to the total length (38CFR21.4255). Tuition and fees beyond a \$10.00 registration fee must be refunded on a pro rata basis. The pro rata amount represents the total of tuition and fees that the completed portion of the course/program bears to the total length.

### **Short Program Refunds**

If for any reason a student withdraws or is dismissed by the school from a program, which has a fixed class schedule, and is shorter than 6 class days, and is less than \$350 in total cost, and is not one of a sequence of programs, the student shall not be entitled to any refund, except as noted above.

### **Timely Refund Payments**

Refunds shall be paid within 30 days after the effective date of termination.

## **Student Grievance Procedure**

Any trainee who has a grievance with the school or a Chef Instructor should first discuss the problem with the Chef Instructor or Program Director. If a resolution is not reached, the trainee should make a written complaint and submit it to the Program Director asking for a written response.

When a satisfactory resolution of the problem is not obtained, the trainee may contact the Core Board Attn: Chris Coates 121 Railroad Street Keene, N.H. 03431 (603-352-1304); NH Board of DEF, 21 Wainwright Street, Concord, NH 03301, 603-271-3333. Please send a copy to the Postsecondary Education Commission, Private Postsecondary Career Schools, 3 Barrell Court, Suite 300, Concord, NH 03301, 603-271-2555, ext. 354.

### **Fire Drills:**

When the fire alarm sounds, stop what you are doing – quickly turn off appliances such the stove or oven and immediately vacate the building via the nearest exit. Make your way to the side yard by the Head Start play area so that staff can ‘count heads’ to ensure everyone has left the building.

## List of Staff and Administrators

### Core Advisory Board

Monadnock Developmental Services	Alan Greene, Executive Director Robert Elliott, CFO Chris Coates, Community Development Director
Monadnock Family Services	Ken Jue, Executive Director Peter Skalaban, CFO
Keene Housing Authority	P. Curtis Heibert, Executive Director
Southwestern Community Services	Bill Marcello, Chief Executive Officer Keith Thibault, Chief Development Officer

### School Administrators and Faculty

Director/School Administrator	Denise Meadows
Program Coordinator	Mary Ann Melquist
Classroom Chef Instructor	Chef Carol Urofsky
Director of Operations/Executive Chef	Chef Matt MacIntrye
Chef Instructor	Chef Aubrey Saxton
Chef Instructor/ Purchasing and Inventory Manager	Chef John Germano
Vending/Transportation Coordinator	Charlie Pini
Timken Site Supervisor/Chef Instructor	Brian Prescott
Head Start	Fran Clark